

**GLENTHORNE QUAKER CENTRE
EXTRACTS FROM MANAGING TRUSTEES' REPORT
FOR THE YEAR ENDED 30TH NOVEMBER 2017**

Achievements and Performance

We continued to receive good support from groups with regular visits from Quaker Meetings and an encouraging response to our programme of courses and events. Glenthorne provides a place where Quaker Meetings and groups from church or charitable organisations can arrange their own events. An increasing number of families or friends use it as a venue for reunions or celebrations. Twelve Quaker Meetings or Quaker groups and 28 other charitable organisations arranged their own conferences or events during the year. There were 23 successful special interest courses organised in 2017 with a total of 357 participants.

2017 was another busy year with 6870 occupied bednights divided between charity and trading subsidiary guests. Overall Glenthorne had a 66% occupancy rate. Both these figures were similar to those in 2015 and 2016, which were excellent trading years.

In May 2017, our Manager for many years, Karen Magennis resigned to open a business of her own locally. We were fortunate to be able to appoint our Deputy Manager, Laura Tortosa in her place. For much of the year Glenthorne was not fully staffed since we found it impossible to recruit a full compliment of General Assistants (seasonal staff). Efforts to find staff living locally were unsuccessful and we were unable to offer sufficient accommodation for those needing to live on the premises. There was also a difficulty in attracting a suitably qualified and experienced assistant chef. This situation has resulted in our staff working exceptionally hard this year to cover these vacancies and Trustees have acknowledged their efforts.

A Quaker Meeting for Worship, open to the public, continues to be held on the second and fourth Tuesday of the month. The continuity of the Friend in Residence in holding of Meetings for Worship has helped make these meetings an important part of the life of Glenthorne, both for guests and for the regular attenders from the local community. We continued to provide the opportunity for guests to attend the morning Meeting for Worship. The Friend in Residence takes care of these meetings and is available to talk about Quakerism, spiritual matters and lend a listening ear with visitors and guests. This personal attention given to the spiritual needs of individual guests has been much appreciated. During 2017 the Friend in Residence has continued his involvement with local Meetings, with Churches Together in Grasmere and Ambleside and the Cumbria Ecumenical Spirituality Group.

We used our Bursary Fund to provide respite holidays for those who might otherwise be prevented from coming to Glenthorne. The scheme helped 15 adults and 2 children during the year, some of whom stay in our two bedrooms designed for those with a disability. The needs of those seeking help varied. Some, notably those who are retired or on benefits, had no money to pay for a holiday; others had physical or psychological problems. Through the Bursary Fund we also finance the Welcome Project, now in its tenth year. During that time more than 500 refugees and asylum seekers from over 40 different countries have benefited from the project. This year we welcomed 63 people from 14 countries. This project continues to be very successful and increasingly well known.

The programme of building repairs and maintenance work continued. Flood prevention

measures have been put in place. A comprehensive survey was carried out on the whole property, which did not reveal any cause for concern.

We continue to seek energy saving measures and where possible we have incorporated environmentally friendly aspects into our building work and ongoing activities.

Public Benefit

Trustees have referred to the guidance published by the Charity Commission and believe that our charitable activities provide benefits open to Quakers and others. The Welcome Project provides short respite breaks for asylum seekers and refugees and those made destitute when their asylum claim fails. They come to Glenthorne with befrienders; these are arranged through local organisations in the north of England working in this field. The general bursary scheme provides the opportunity for financial support to those in need who might otherwise be prevented from the benefits we offer. A public Meeting for Worship is held on the second and fourth Tuesday in the month. A wide range of people derives benefit from attending courses or other programme events held during the year.

Results for the Year

Glenthorne has again this year produced a surplus of with a surplus of £38,955

Glenthorne's guest income was £370,132 (2016: £345,409); guest income received by the non-primary purpose trading subsidiary company Glenthorne Guest House Ltd, was £51,106 (2016: £67,728) so the combined guest income for the charity and company was £421,238 (2016: £413,137). The amounts received from the trading company in the form of service charges, licence fee and gift aid, totalled £51,106 (2016: £66,618). The total incoming resources', including donations grants and staff accommodation charges was £476,546 (2016: £467,815).

Total resources expended were £437,591, which created the net operating surplus of £38,955.

Total fixed assets were valued at £2,535,743 (2016: £2,540,366). Net current assets are £156,382. The result of this activity in 2017 has resulted in the funds increasing to £2,660,125 (restricted £2,222,507 unrestricted £437,618).

Plans for the future

The Trustees aim to ensure that the number of guests coming to Glenthorne continues to increase each year through improved marketing strategies, offering relevant and appealing special interest courses and good facilities. We plan to continue providing bursaries and running the Welcome Project. We also aim to increase the number of occupied bednights and occupancy level again in 2018. At the same time the Trustees aim to address the necessary repairs and maintenance, flood resilience work, improve and increase our staff accommodation while controlling the costs to ensure that Glenthorne remains trading profitably. Above all the Trustees want to retain Glenthorne as a special place where anyone can come for peace, relaxation and spiritual renewal.

Signed by order of the Trustees

Christina Birch (Co-Clerk)

Hugh Roberts (Co Clerk)

James Eddington (Treasurer)

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